**TRANSMITTAL OF FORMAL DRAWINGS**Docket No.  
6065-75339 (99EC015)Application Of: **Darryl Hymel**

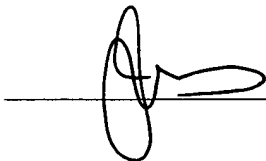
Application No.	Filing Date	Examiner	Customer No.	Group Art Unit	Confirmation No.
09/505,318	02/16/2000	Vu, Thong H.	24628	2142	9021

Invention: **ACD MULTIMEDIA CUSTOMER CONTACT ROUTING WITH DELAY ANNOUNCEMENTS**

Address to:  
Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

Transmitted herewith are:

2 sheets of formal drawing(s) for this application.

☒ Each sheet of drawing indicates the identifying indicia suggested in 37 CFR Section 1.84(c).*Signature***Jon P. Christensen**  
**Reg. No. 34,137**

Dated: November 2, 2005

I hereby certify that this correspondence is being deposited with the United States Postal Service with sufficient postage as first class mail in an envelope addressed to "Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450" [37 CFR 1.8(a)] on

November 2, 2005

(Date)

  
*Signature of Person Mailing Correspondence***Abby Boone***Typed or Printed Name of Person Mailing Correspondence*